

# **The Influence of Work Life Balance, Employee Engagement, and Work Motivation on Job Satisfaction Among Employees at PT Transcosmos Indonesia Jakarta Site**

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## **ABSTRACT**

*This research adopts a quantitative approach with the aim of investigating, substantiating, and analyzing the influence of work-life balance, employee engagement, and work motivation on job satisfaction among employees at PT Transcosmos Indonesia Jakarta Site. The data for this study were gathered from Staff Agents Contact Center of PT Transcosmos Indonesia in the Jakarta Site, with a sample size of 57 respondents selected using probability sampling techniques. Data collection was conducted through an online questionnaire using Google Form. The data were analyzed using the Structural Equation Modeling (SEM) method with SmartPLS 3.0 software. The results obtained in the test are (1) work-life balance has a positive and significant impact on job satisfaction, (2) employee engagement has a positive and significant impact on job satisfaction, and (3) work motivation has a positive and significant impact on job satisfaction.*

**Keywords :** *Employee Engagement, Job Satisfaction, Work Motivation, Work Life Balance*

# **Pengaruh Work Life Balance, Employee Engagement, dan Motivasi Kerja Terhadap Kepuasan Kerja Pada Karyawan PT Transcosmos Indonesia Wilayah Jakarta**

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## **ABSTRAK**

Penelitian ini menggunakan pendekatan kuantitatif dengan tujuan untuk mengetahui, membuktikan, dan menganalisis pengaruh *work life balance*, *employee engagement*, dan motivasi kerja terhadap kepuasan kerja pada karyawan PT Transcosmos Indonesia Wilayah Jakarta. Data pada penelitian ini diperoleh dari Staff Agent Contact Center PT Transcosmos Indonesia Wilayah Jakarta dengan sampel sebanyak 57 responden yang dipilih menggunakan teknik *probability sampling*. Pengumpulan data dilaksanakan melalui kuesioner online dengan menggunakan Google Form. Analisis data dilakukan dengan menggunakan metode *Structural Equation Modeling* (SEM) melalui perangkat lunak SmartPLS 3.0. Hasil penelitian menunjukkan bahwa (1) *work life balance* berpengaruh positif dan signifikan terhadap kepuasan kerja (2) *employee engagement* berpengaruh positif dan signifikan terhadap kepuasan kerja (3) motivasi kerja berpengaruh positif dan signifikan terhadap kepuasan kerja.

**Kata Kunci :** Kepuasan Kerja, Keseimbangan Kehidupan Kerja, Keterikatan Karyawan, Motivasi Kerja